

ESS Password Reset Process

Employee:

1. Contacts DES Service Center via phone or e-mail.
 - a. Information@dop.wa.gov
 - b. 1-877-664-1960
 - c. 360-664-1960
2. Provides agency name, Personnel Number, contact information and the best time to be reached.

DES Service Center:

3. Creates ticket for HRMS Central Security.
4. Verifies user identity if needed (phone requests)

HRMS Central Security:

5. Confirms if user account has an e-mail address.
6. If the request is from a work e-mail or a personal e-mail address that matches the e-mail in the user account:
 - a. No verification is required
 - b. Work e-mail address is added to the employee's HR Master Data if needed
 - c. Instructions to reset ESS password will be sent to user
7. If request comes from personal e-mail that does not match the e-mail in the user account:
 - a. Verification is required
 - b. If unable to contact user for verification, password will not be reset
 - c. Instructions to reset ESS password will be sent to the email that is in the account.
 - d. If unsuccessful after the 2nd attempt to contact the employee the ticket will be closed

Note: First attempt – request user response within 2 business days. Second attempt – request user response within 3 business days.

8. Completes the request.